Receiving and Sending Secure Email to HEALTH
Using ZixVPM®

Email Encryption – Why?

• Protects sensitive information
• Meets Federal (HIPAA) regulations regarding Protected Health Information (PHI)
• Ability for non-ZixCorp recipients to reply, compose and forward secure messages
• Allows encryption of email message body as well as attachments

OVERVIEW AND HOW TO:

ZixVPM® is an email server installed at HEALTH that can SEND and RECEIVE encrypted email and attachments to external recipients. If the external recipient's organization already has a **ZixVPM®** email server, the recipient will receive the message into their email system as they would normally. (In other words, the process will be transparent and the recipient doesn't need to do anything differently.) If the external recipient does not have a **ZixVPM®** server, they will receive an email notification that a secure email has been sent from the RI Department of Health which will include an embedded link that allows them to view, reply, and save the message in a secure manner.

How External Recipients Receive Encrypted Email

When an encrypted email is sent from HEALTH to an external email server other than a **ZixVPM®** server, the external recipient will receive an email similar to Figure 1 below, with an embedded link to our secure email server allowing them to access the encrypted message by simply clicking on that link. Upon accessing the secure web site the external recipient must login by entering a password only (the recipient's email address is the login name). The first time the site is accessed, the external recipient must create a password. There are simple instructions on the login page to guide the recipient through the password creation process. An example of the first time login and instructions is displayed in Figure 2 below. Figure 3 displays a view of an encrypted email sent to the external recipient after successful logon. Standard options apply for replying, forwarding, deleting and composing a new secure email message to a HEALTH recipient. .

After the first time an external recipient successfully creates an account, subsequent logons to the secure website simply requires entering the password. If the password is forgotten, the login page includes an option to email the password back to the recipient. The account name defaults to the external recipient's email. Figure 4 shows an example of this logon screen.

Please note that the encrypted email sent to an external recipient will expire in 15 days. That is, the email is permanently removed from the secure web site after this time and cannot be retrieved. To retain the message and any attachments, the recipient can select the Download option and save the message to their own computer. The expiration date is displayed at the bottom of the initial email notification message (see Figure 1), and along side each email on the main web page. This email system is not intended to be a substitute for the external recipients' email but as a secure method for communicating with HEALTH staff only.

How External Recipients Initiate Encrypted Email Using ZixVPM®

The external recipient whose organization already has a **ZixVPM**® email server can simply compose a new email within their own email software and send it according to the organization's secure email procedure. HEALTH will receive it securely and automatically decrypt it using the HEALTH **ZixVPM®** email server.

External recipients without a **ZixVPM®** email server can initiate an email (i.e. creating an email from scratch, not just responding to an email sent from HEALTH) by one of two ways:

a) Clicking on the embedded link contained in a previous secure email notification that was sent from HEALTH, logging in and selecting the COMPOSE option. Refer to Figure 1 below for an example of this email. We recommend saving the embedded link as a "Favorite" in your Internet browser so you will always have immediate reference. Since emails expire after 15 days (i.e. they are removed from the secure web site after this time) you may see a message after logging in that the message has expired or has been deleted. Simply click on the CONTINUE button to gain access to your account.

b) Click on the following link https://web1.zixmail.net/s/login?b=rihealth to access the secure email web site. You will have to login by entering the same email address used to create your secure email account and select COMPOSE from the options. The recipient can only send emails to HEALTH staff recipients (i.e. a HEALTH staff @health.ri.gov).

*(**Examples of Various Secure Email Screens Appear Below This Point**)*

FIGURE 1 – Example of email received by External Recipient

From "bryan.barrette@health.ri.gov" <rihealth.notification_bryan.barrette_-gaecbbdeidifijhbb@zixmessagecenter.com>

Date 2006/04/21 Fri PM 01:48:38 GMT

To bryan.barrette@verizon.net

Subject Confidential Email attached

| Reply | Reply All | Forward | | Return to Inbox | Previous | Ne |

| Delete | or move to | Move to folder ... | Go | | Printable View |

You have a Rhode Island Department of Health Secure Email Message from bryan.barrette@health.ri.gov:

Click the link below to view your secure message. If your email program does not support active links, please copy and paste the link displayed below into the "Address" or "Location" field of your browser and press "Enter" or "Go".

https://web1.zixmail.net/s/e?b=rihealth&m=ABAfewAQSigZsV8Wtt3SvZln&c=ABC27EMCtIB4WWvhdr2k4GYr&em=bryan%2ebarrette%40verizon%2enet

This message will expire on May 05, 2006 @ 08:48 (CDT).

FIGURE 2 – Example of First Time Access to Secure Website

Rhode Island
Department of Health

www.health.ri.gov

Register below for your mailbox to send and receive secure messages.

Password Rules

Passwords must be at least six characters and must meet two of the following three conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#$%^&

Email Address: bryan.barrette@verizon.net

Password:

Re-enter Password:

Password Reminder Phrase:

Choose a word or phrase that will help you remember your password.

Submit Password

FIGURE 3 – Example of an encrypted email accessed thru ZixVpm

| Inbox | Address | Compose | Sent Mail | Drafts |

Reply   Forward   Delete   Printer-Friendly Version

Received: Apr 21, 2006 09:48:38 EDT

Expires: May 5, 2006 09:48:38 EDT

From: bryan.barrette@health.ri.gov

To: bryan.barrette@verizon.net

Cc:

Priority: Normal

Subject: Confidential Email attached

Message: This is an exmaple of confidential email text that has been encrypted by ZIXVPM.

Bryan F. Barrette
DOIT/RI Dept. of Health
V: 401-222-4963
F: 401-222-3551

This message was secured by ZixCorp(R).

Attachments: Download   Email message as a text file

Reply   Forward   Delete   Printer-Friendly Version

FIGURE 4 – Logon screen (account previously created)

Rhode Island
Department of Health

www.health.ri.gov

WELCOME TO RHODE ISLAND DEPARTMENT OF HEALTH SECURE EMAIL MESSAGE CENTER

Email Address:

Password:

Log In

Useful Links:
Forgot your password? Change your password
Forgot your password? Send a password reminder
Register for a new account
Use online help

For Technical Support, email us at techsupport@health.ri.gov.